

Approved For Release : CIA-RDP61-00274A000200040008-4

Office Memorandum • UNITED STATES GOVERNMENT

TO : Chief, Administrative Services Division

DATE: 13 March 1951

FROM : Security Officer, CIA

SUBJECT: Telephone Operators - Security Procedure

REFERENCE : Memorandum Dated 15 January 1951

1. In connection with the request contained in the Reference, a study has been completed relative to the security aspects of central telephone switchboard operators releasing telephone numbers and other information concerning CIA personnel and organization.

2. As a result of this study, this office recommends that instructions to the Telephone Section be issued as set forth below:

CALLS FROM OUTSIDE CIA

a. Reply: "Executive 6115" (outside)
"Central Intelligence Agency" (Government Tie lines)

b. (1) Requests for Office Telephone Extension:

Reply: "Mr. Doe's extension is _____.
Shall I connect you?" (No further comment of any kind should be made.)

NOTE: Any nonreleasable telephone extensions will be obtained by Administrative Services from the various offices.

(2) If the Information Desk Does Not Have Employee's Number:

Reply: "I'm sorry, I do not have Mr. Doe's number." (If caller requests, connect with Personnel Transactions and Records Section, Extension 3474.)

(3) Nonreleasable Numbers:

Reply: "I'm sorry, I do not have him listed."

c. Requests for Home Telephone Number (during office hours):

Reply: "I'm sorry, I do not have that information. May I transfer you to Personnel?" (Connect with Personnel Transactions & Records Section, Extension 3474.)

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d. Requests for Home Telephone Number (after office hours):

Reply: "May I ask who is calling? For what reason do you wish this number?" (Number may be given in cases of emergency or for official CIA business. Official business may be determined by Operator checking caller's name in information file to ascertain if he is a CIA employee.) If request is not for official business or an emergency. Reply: "I'm sorry, I am not permitted to release that number."

e. Requests for Organizational Structure of CIA:

Reply: "I'm sorry, I do not have that information." (If caller is insistent, connect him with Extension 707.)

f. Requests from Local Operators of Other Government Agencies to See if an Individual Is Employed in CIA:

Reply: "I'm sorry, I do not have him listed." (A Government employee having legitimate business with CIA can make his own calls and inquiries directly.)

g. Requests from Outside Callers to See If an Individual Is Employed by CIA:

Reply: "I'm sorry, I do not have him listed." (If caller requests it, he should be referred to Personnel Transactions & Records Section, Extension 3474, (or if for credit information, to Extension 2517, where it will be determined if the caller has a "need to know.")

CALLS WITHIN CIA

a. Extension Requests: Permitted.

b. Home Telephone Requests: Permitted

LONG DISTANCE CALLS

a. The CIA Operator will not give the outside operator the name of the Agency, but may give the name of the CIA caller if the caller gives such permission in advance.

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C O P Y

3. The Telephone Section will not list on the Information Desk any extension numbers received from individuals. All numbers to be listed will come from Forms 37-6, Administrative Officers or Security Officers.

/s/
SHEFFIELD EDWARDS
Colonel, GSC